

Senior Manager

Central Services - Brighton

Job Description & Person Specification

Role Overview

The Senior Manager is responsible for the strategic leadership, operational management, and continuous improvement of YMCA Brighton's supported accommodation services. The role ensures services are safe, effective, financially sustainable, and delivered in line with organisational values, regulatory standards, contractual requirements, and best practice.

The post holder leads and supports Project Managers to deliver high-quality, trauma-informed and psychologically informed services that promote positive outcomes for residents. They oversee service performance, safeguarding, compliance, financial management, staff development, and stakeholder engagement, ensuring residents remain at the heart of service delivery and development.

Working collaboratively with internal teams, commissioners, regulators, and external partners, the Supported Accommodation Manager drives service excellence, identifies opportunities for growth and innovation, and contributes to the achievement of YMCA Brighton's strategic objectives. The role also holds responsibility for budget management, performance monitoring, and ensuring services deliver value for money while maintaining high standards of resident support and accommodation management.



Job title

Senior Manager

Reporting to

Head of Operations

Responsible for

4 Project Managers

Location/Project

Central Services - Brighton



Key Responsibilities:

Supported Accommodation Delivery

- Responsible for the co-ordination and effectiveness of supported accommodation services in line with YMCA Brighton's mission, values, strategic plans, contractual and regulatory obligations, and policies and procedures
- Ensure services deliver a responsive and flexible approach to supporting residents led by trauma-informed and psychologically informed practice
- Ensure meaningful resident engagement is integrated into service design, development and delivery



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- Provide guidance on and oversight of safeguarding practice and procedures across the accommodation portfolio
- Lead implementation and monitoring of local development plans and continuous service improvement
- Promote the organisation and develop relationships locally through partnerships with the funders, regulators, VCSE organisations and other stakeholders.
- Assist with identifying and implementing new development opportunities.

Staff Management

- Recruit and manage project managers, including induction, supervision, appraisal, performance management and training
- Support project managers to effectively manage their staff teams, including monitoring supervision, appraisals and adherence to HR policies
- Ensure staff wellbeing through team meetings, reflective practice, and post-incident debriefs
- Ensure meaningful front-line staff involvement in service design, development and delivery.

Financial Responsibilities

- Responsible for financial planning and budgetary control
- Monitor and report on financial and performance targets, including rent collection, void management, staffing costs and property investments
- Authorise expenditure within agreed budgets and procedures

Compliance Responsibilities

- Ensure services meet internal, contractual and regulatory performance measures and objectives
- Oversee administrative systems and ensure data accuracy in line with monitoring requirements, including complaints, incidents, and Subject Access Requests
- Monitor and support health and safety compliance with the Health and Safety Lead.

Other Personal

- Willingness to achieve a Level 4 housing management qualification (if not currently qualified)
- Ability to work occasionally outside normal office hours when required.
- To undertake any other duties which reasonably fall within the range and responsibilities of this post, as directed.



Person Specification

Experience

Essential:

- Significant experience of managing supported accommodation, homelessness, housing support, or related services.
- Experience of leading and managing multiple services through subordinate managers (e.g. Service Managers, Project Managers).
- Experience of delivering contractually funded services and meeting performance targets.
- Experience of safeguarding adults and young people and applying safeguarding procedures.
- Experience of managing budgets and financial performance.
- Experience of leading service improvement and change management initiatives.
- Experience of staff supervision, appraisal, recruitment, performance management and workforce development.
- Experience of working collaboratively with local authorities, commissioners and partner agencies.

Desirable:

- Experience within a YMCA, housing association, homelessness charity, or supported housing provider.
- Experience operating within a regulated social housing environment.
- Experience of service mobilisation, growth or contract implementation.
- Experience of managing dispersed or multi-site services.

- Experience of presenting to boards, trustees or executive teams.
- Experience of service redesign and business planning.

Knowledge, Skills & Abilities

Essential:

- Strong understanding of homelessness, supported accommodation and housing support services.
- Knowledge of trauma-informed and psychologically informed practice.
- Knowledge of safeguarding legislation, policy and best practice.
- Understanding of equality, diversity, inclusion and anti-discriminatory practice.
- Understanding of performance management frameworks and quality assurance systems.
- Knowledge of health and safety responsibilities within residential and supported housing settings.
- Understanding of GDPR, confidentiality and information governance requirements.
- Strong leadership and people management skills.
- Ability to motivate, coach and develop service managers to achieve high performance.
- Excellent communication and interpersonal skills.
- Ability to influence and build effective relationships with internal and external stakeholders.
- Strong analytical and problem-solving skills.
- Ability to manage competing priorities and work effectively under pressure.
- Ability to interpret performance and financial information and take appropriate action.
- Strong report-writing and presentation skills, including preparation of reports for senior leadership and boards.
- Competent user of Microsoft 365 and data management systems.

Desirable:

- Level 4 housing management qualification
- Knowledge of the Regulator of Social Housing standards.
- Knowledge of commissioning and public-sector contract management.
- Understanding of welfare benefits and housing legislation.

Personal Qualities

Essential:

- Commitment to the charity's mission, values and social purpose.
- Demonstrable commitment to trauma-informed and person-centred practice.
- High level of integrity and professionalism.
- Resilient and adaptable leadership style.
- Strong commitment to continuous improvement.
- Collaborative and inclusive approach.
- Commitment to resident participation and co-production.
- Commitment to equality, diversity and inclusion.



What Drives Us at YMCA Brighton

Our vision, mission and values shape everything we do to help people thrive in Brighton & Hove.

Our Vision

Working together to create an inclusive community where everyone can belong, contribute and thrive.

Our Mission

We provide the home, the community and the services that equip people to overcome barriers and achieve their aims.

Our Values

- Compassion
- Community
- Empowerment

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